

**REMARKS**

Claims 1, 2, 6-11, 14-16, 19, 20, 22-26, 28-32, 34-38, 40-42 were rejected under 35 U.S.C. § 102(b) as being unpatentable over Bateman et al., U.S. Patent No. 5,884,032 (Bateman). Claims 3, 4, 5, 12, 13, 17, 18, 21, 27, 33, and 39 were rejected under 35 U.S.C. § 103(a) as being unpatentable over Bateman in view of Klein, U.S. Patent No. 6,279,125 (Klein). In light of the foregoing amendments and following remarks, Applicants respectfully request the Examiner's reconsideration and reexamination of all pending claims.

Independent Claims 1, 19, 25, 31, and 37 were rejected under 35 U.S.C. §102 as being anticipated by Bateman. Applicants have amended each of these independent claims to recite features that are not taught or fairly suggested in the cited sections of Bateman. For example, independent Claim 1 has been amended to recite:

A method comprising:

providing an automated option via a first communication channel during first communication between a server and the first communication channel, wherein the automated option comprises a link to be displayed on a web page;

determining that a second communication between the server and a second communication channel is related to the first communication;  
and

via the second communication channel, transmitting a computer generated voice message to a telephone, wherein the computer generated voice message suggests selecting the ~~automated option~~ the link.

Previously Applicants argued that Bateman did not teach or fairly suggest transmitting a computer generated voice message to a telephone, wherein the computer generated voice message suggests selecting the automated option as was required by

independent Claim 1 prior to amendment herein. The Office Action argues that this feature is taught in column 7, lines 62-67 of Bateman. Specifically, the Office Action points to an “IVR server being capable of providing help on a variety of topics” as anticipating “providing an automated suggestion.” Applicants disagree with this assertion. This cited section of Bateman only discloses that his invention can be used to connect a multimedia user to an IVR callback system, in which help is available on a variety of topics. Bateman’s IVR does not provide a computer generated voice message that suggests selecting the automated option as recited in independent Claim 1 prior to amendment herein. Further, this cited section of Bateman does not teach or fairly suggest selecting the link as required by amended independent Claim 1. Accordingly, Applicants assert that independent Claim 1 is patentably distinguishable over the cited sections of Bateman.

The remaining independent claims have been amended to include limitations similar to the limitations of independent Claim 1 argued above. For the same or similar reasons that independent Claim 1 is patentably distinguishable over the cited sections of Bateman, it follows that the remaining independent claims are likewise patentably distinguishable. All other pending claims are pending from independent Claims 1, 19, 25, 31, and 37, and are patentably distinguishable for this reason.

CONCLUSION

In view of the amendments and remarks set forth herein, the application and the claims therein are believed to be in condition for allowance without any further examination and a notice to that effect is solicited. Nonetheless, should any issues remain that might be subject to resolution through a telephonic interview, the Examiner is invited to telephone the undersigned.

If any extensions of time under 37 C.F.R. § 1.136(a) are required in order for this submission to be considered timely, Applicant hereby petitions for such extensions. Applicant also hereby authorizes that any fees due for such extensions or any other fee associated with this submission, as specified in 37 C.F.R. § 1.16 or § 1.17, be charged to Deposit Account 502306.

Respectfully submitted,

A handwritten signature in black ink, appearing to read 'E. Stephenson', with a stylized flourish at the end.

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